

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION NORMAL COMPLAINT

For Commission Use Only:

Case:

07-0389

ORIGINAL

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

INTERNAL COMPUTER #
2007-07331

Regarding a complaint by (Person making the complaint):

DAVID HIRSCH

Against (Utility name):

NICOR

As to (Reason for complaint)

UTILITY DID NOT INVOICE US FOR MORE

THAN 3 MONTH BECAUSE "THEY DID NOT WANT
TO RETURN US" THEN SENT A \$9,000 BIL.

in BARRINGTON Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

41 STEEPCHASE ROAD, BARRINGTON, IL 60010

The service address that I am complaining about is

41 STEEPCHASE ROAD, BARRINGTON, IL 60010

My home telephone is

(847) 382-0414

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(312) 648-3402

(Full name of utility company)

NICOR

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

IL ADMINISTRATIVE CODE #280

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

(SEE ATTACHED)

Please clearly state what you want the Commission to do in this case:

HELP US DETERMINE A REASONABLE AMOUNT TO PAY
AND RESOLVE THIS ISSUE.

Date: JUNE 22, 2007
(Month, day, year)

Complainant's Signature

[Signature]

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

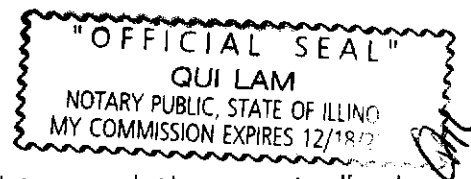
A notary public must witness the completion of this part of the form.

I, Qui Lam, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) [Signature]

Subscribed and sworn/affirmed to before me on (month, day, year) 06/22/07

Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

*David A. Hirsch
41 Steeplechase Road
Barrington Hills, IL 60010*

March 12, 2007

NICOR Gas Company
ATTN: Executive Complaint Dept.
1844 Ferry Road
Naperville, IL 60563

BY FAX (630)983-4229

RE: Account #45-44-87-1000-9, 41 Steeplechase Road, Barrington, IL

To Whom It May Concern:

This is a formal complaint stemming from NICOR's negligence and intentional procedure to withhold client billing statements.

On March 3, 2007 we were shocked to receive a bill from your company indicating we owed \$2,974. Upon closer review it appeared the cause of this much larger than average monthly bill was due to a new meter, which was installed on or about November 30, 2006. I immediately called the billing department and was informed that in addition to a new meter the above referenced bill represented 3 months worth of service (November 2, 2006 through February 2, 2007).

For the record, on December 12, 2006 our pool service company asked if we intended to close our swimming pool as we had scheduled to do the next day. Based on the most recent NICOR bill received and paid on November 21, 2006, in the amount of \$162.40, we decided to leave the pool open.

To add insult to injury, the customer service person I spoke with on March 3rd pointed out the bill received on March 3rd included an estimated use of 981 Therms for the new meter. She asked that I go check the meter while we were on the phone. The number I recorded was 6067 Therms, more than 6 times the amount estimated on the bill. She said the soonest she could schedule an actual meter reading was for March 6th.

I called today to learn the new balance due is \$8,468.52. I also spoke with at least four different NICOR employees, including Brandy, a billing senior, #367. She couldn't have been any nicer or professional, but her only relief was to offer the payments be spread out over 12 months at \$635 per month, vs. the standard extension of \$1,905 per month over four months. She mentioned the monthly billing statements were intentionally withheld because the NICOR "system got locked up on December 21, 2006 because a higher than normal reading was recorded on your account." She said it is standard operating procedure to withhold billing until three meter readings could be made, in our case starting on December 21, 2006 and concluding on February 28, 2007. Based on those readings it was determined the problem was not a NICOR problem. When asked why the statements are withheld, she said "so the customers do not get alarmed." This is no excuse for misleading customers.

Because of NICOR's negligence and intentional withholding of information we were prevented from knowing the actual gas usage and related costs for a full four months. If we had been informed of the problem when it was diagnosed, we would have immediately closed the pool. Unfortunately, the lack of information provided a false sense of the real situation further masked by NICOR's policy "NOT TO ALARM CUSTOMERS."

We have skipped the being "alarmed" stage and are prepared to go straight to litigation stage unless we receive some immediate and reasonable relief from the extraordinary charges which accumulated unbeknown to us, but with your full knowledge. While we bear some of the responsibility in the circumstances, it's clear the company's procedure trumped our ability to make a decision about the use of your services.

Please let us know how you intend to resolve this mess.

Sincerely,



cc: Romanucci & Blandin